

# School Communication Guide



Good communication between school and home is vital. As a school, we have a number of communication channels, and this one-page summary has been produced so that you are clear on what we use and for what purpose.

Thank you to those parents who have worked with us on this piece of work.

Senior Leadership Team

## How we contact you



On the **school website** you will find an overview of our school. Our website includes an About Section, Key Information, Curriculum Information, Sixth Form Pages, Transition Pages and information about our Wellbeing Provision. On our website we also post up news and events (we also share these on Facebook) and information about the partners that we work with.

Our website also includes contact details and feedback links.



**Go4Schools** This is our main platform to ensure parents are updated on attendance, positive credits and behaviour issues. **Downloading the App** allows parents more access to the functionality of Go4schools and it is highly recommended that all parents/carers do so. If you require support downloading Go4schools, please email [helpdesk@caloncymru.powys.sch.uk](mailto:helpdesk@caloncymru.powys.sch.uk) Please use the desktop version for viewing reports.



**Phone** Phone calls are used when necessary by all staff to ensure direct contact with parents. We will always contact you by phone when a dialogue or conversation is needed. This could be relating to an academic or well-being aspect of your son's/daughter's school life.



**Email** is used to inform you of non-urgent messages and announcements. We use email to send any attachments or documents to you such as forms or our newsletters.



**Text messages** Communication by text messaging is used to relay time sensitive information. For example, information of unexpected cancellation of events, afterschool clubs and any changes to the school day resulting in changes to transport, such as snow days.



**Facebook** This is our public platform to celebrate pupil achievement, and share good news stories to the wider community. We use this to publicise events and raise awareness of the campaigns, initiatives and interesting things going on at school.



**Instagram** is used to share fun, well-being, sporty and creative outcomes from our school community through our official accounts.

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## What to use and the best way to contact us



**Website** Use our website to access the names and details of Progress Leaders for academic and pastoral concerns. Once you have found out the name of the Progress Leader, please email the central office [office@caloncymru.powys.sch.uk](mailto:office@caloncymru.powys.sch.uk) and we will make sure it reaches the right person. On our website, we also have a general feedback button. Please use this to share any suggestions or ideas to help us improve.



**Go4Schools** keeps you informed by building an accessible profile page of how your son/daughter is doing in school. Downloading **the App** allows parents full access to the functionality of Go4schools and it is highly recommended that all parents/carers do so. If you require support downloading Go4schools please email [helpdesk@caloncymru.powys.sch.uk](mailto:helpdesk@caloncymru.powys.sch.uk)



**Phone** If you feel that your question or concern requires a conversation with a member of staff, please do not hesitate to ring us. Our school offices are staffed throughout the school day. Our admin teams will be able to help to answer your query or direct you to the correct member of staff. If your child is ill, please inform our **Builth campus** on 01982 553292 or our **Llandrindod campus** on 01597 822992



**Email** Parents/carers may enquire if there is an ongoing issue via email. Where possible, address this to the teacher/staff member, but all emails should be sent via [office@caloncymru.powys.sch.uk](mailto:office@caloncymru.powys.sch.uk). Please address it to the member of staff, subject area with your enquiry, child's name and our office staff will ensure it is relayed.



**Text messages** This option is unavailable.



**Facebook** Please use this to help us to celebrate pupil achievement, events and share good news. Share our stories and please give us a thumbs up. We have over 1000 subscribers, and hope to keep building more followers.



**Instagram** Please give our posts a like, or leave an encouraging comment for our pupils.